



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS**  
**UNITED STATES ARMY ENGINEER CENTER AND FORT LEONARD WOOD**  
**FORT LEONARD WOOD, MISSOURI 65473-5000**

FLW Regulation  
 No 210-9

15 August 1997

Installations  
**COMMUNITY COORDINATION PROGRAM**

**Summary.** This regulation provides specific guidance for the administration of the Community Coordinator Program (CCP).

**Applicability.** This regulation is applicable to all occupants of family housing facilities on Fort Leonard Wood, commanders assigned Community Coordinator Program unit support responsibilities, for the directors and installation agencies supporting military activities and providing community services. Participation in the Community Coordinator Program for both (coordinator and resident) is a condition of being provided Post housing.

**Supplementation.** Supplementation of this regulation is prohibited unless specifically approved by Headquarters, United States Army Engineer Center and Fort Leonard Wood (USAECFLW).

**Suggested improvements.** The proponent agency of this regulation is the Directorate of Public Works (DPW). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Cdr, USAECFLW, Directorate of Public Works, 1334 First Avenue, Fort Leonard Wood, MO 65473-8944.

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\*This regulation supersedes FLW Regulation 210-9, 3 April 1995.

1. Purpose. The purpose of the Community Coordinator Program (CCP) is to establish a chain of responsibility to improve communication and to handle problems within family housing areas, to define responsibilities and establish standard procedures to guide coordinators in the execution of their prescribed duties.

## 2. Acronyms and Definitions.

### a. Acronyms.

CCP  
Community Coordinator Program

DPW  
Directorate of Public Works

DCFA  
Directorate of Community and Family Activities

ETS  
expiration term of service

PCS  
permanent change of station

POC  
point of contact

SOP  
standing operating procedures

USAECFLW  
United States Army Engineer Center and Fort Leonard Wood

### b. Definitions.

**Area.** The term area defines a group of family units residing in the same village. Within each village the areas will be designated alphabetically.

**Area Coordinator.** The senior resident of any particular family housing area designated as an area will be appointed as area coordinator.

**Chain of Command.** The commanders of any and all military residents residing in government family housing quarters.

**Community.** The term community covers all family housing areas on Fort Leonard Wood.

**Community Coordinator meeting.** A biannual meeting hosted by the Garrison Commander, with the village coordinators.

**Community Coordinator Program (CCP).** A program to improve the quality of life for the soldier and his/her family at Fort Leonard Wood by establishing a chain of concern within his/her housing areas for informing, planning, coordinating and directing actions that will meet community needs. Coordinators will be recommended by the Family Housing Branch, Housing Division, and appointed by the Garrison Commander. Coordinators will be appointed for a minimum of one year, at which time they may be replaced if they are no longer the senior resident for their area.

**Community Coordinator Sponsoring Unit.** A military organization, battalion or brigade size, assigned primary responsibility for providing advice, assistance and support to a designated village or villages on Fort Leonard Wood.

**Town Hall Meeting.** A quarterly meeting hosted by the Commanding General, open to the FLW general populace, with all village and area coordinators.

**Village.** The seven designated villages are Delafield, Rolling Heath, Wildwood, Cedar Hill, Palace Heights, Lerber Heights, and Piney Hills.

3. Goals. The goals established as an integral part of the program are to -

a. Provide recommendations to the commander in making decisions to improve community life.

b. To inform the residents of decisions affecting the community.

c. Expedite the solving of problems adversely affecting residents of Fort Leonard Wood which they can not resolve themselves.

d. Improve the appearance of the family housing areas through the enforcement of applicable regulations and policies.

e. Provide each residential area with a point of contact when questions arise or services are required.

f. Coordinate efforts during specials events and clean-up activities.

## 4. Responsibilities.

a. DPW. Family Housing Branch, Housing Division, is responsible for updating and maintaining the list of village and area coordinators. The list will be updated monthly. The Family Housing Division will maintain a list of phone numbers, applicable regulations, policies, SOPs and other qualified information that may affect or support their performance or increase their working knowledge.

b. The DCFA has administrative responsibility for the scheduling, preparation and conduct of Community Coordinator and Town Hall meetings. DCFA will record public concerns raised in Community and Town Hall meetings, coordinate appropriate staffing actions and forward resulting responses to the individual raising the concern.

c. Sponsoring Units. The following units are sponsors for the designated villages.

(1) 3d Training Brigade.

(a) Cedar Hill (See figure 1.)

(b) Palace Heights. (See figure 2.)

(c) Rolling Heath. (See figure 3.)

(d) Wildwood. (See figure 4.)

(2) 1st Engineer Brigade.

(a) Leiber Heights. (See figure 5.)

(b) Delafield. (See figure 6.)

(c) Piney Hills. (See figure 7 and figure 8.)

d. Command Sergeant Major, Garrison Command. It is the responsibility of the Command Sergeant Major to pass on guidance and directions to area coordinators concerning enforcement of regulations, policies and command directives and ensuring that these directives are followed. Assist the area coordinator in the resolution of complaints and problems.

e. Area Coordinator. Perform a weekly inspection of assigned area to ensure that residents maintain the exterior of their quarters in accordance with Fort Leonard Wood standards. Know who resides in assigned area. Report to the Command Sergeant Major any unresolved complaints or problems. Be knowledgeable of self-help and preventive maintenance requirements and procedures.

f. Military Resident. Is responsible for maintaining assigned quarters in accordance with Fort Leonard Wood regulations and policies. Lend full cooperation to area coordinators' efforts to improve the quality of life in the community. The military resident is responsible for the conduct of spouses, dependents, guests and daily visitors.

g. Chain of Command. Lend full support to the CCP by closely cooperating with area coordinators and residents who consult them concerning perceived problems.

#### 5. Procedures.

a. Coordinators should reply to complaints within a week. Problems or complaints that the coordinator cannot resolve at his level should be elevated to the next higher level with full documentation.

b. The Command Sergeant Major, Garrison Command will utilize the area coordinators to the utmost in dealing with the village residents. In dealing with village problems, the Command Sergeant Major will deal directly with resident's chain of command as necessary.

c. All residents have the right to present their grievances to either their unit chain of command or the community coordinator chain of concern. Grievances should be presented in writing to facilitate the understanding and processing of their grievance.

#### 6. Command Sergeant Major, Garrison Command Duties. The Command Sergeant Major will -

a. Within 14 days of appointment meet with area coordinators.

b. Keep area coordinators and residents informed of installation policy changes that affect them, pending projects and coordinate their support when work begins, scheduled or unscheduled utility outages and other information to the village as a whole.

c. Ensure that residents and coordinators fulfill their responsibilities.

d. Encourage conservation of utilities and energy.

e. Coordinate maintenance and police of assigned areas, including community facilities such as parking areas, street lights, clotheslines and playground areas.

f. Inspect designated area of responsibility frequently. Take corrective action on deficiencies.

g. Supervise spring/fall clean-up efforts.

h. Attend community meetings.

i. Schedule and hold resident and/or area coordinator meetings as necessary.

j. Delegate duties to an alternate in the event of absence from the installation for a period in excess of seven days.

#### 7. Area Coordinator Duties. The area coordinator will -

a. Within 14 days of appointment, meet with area residents.

b. Monitor and maintain the Crime Watch Program, if one exists.

c. Keep area residents informed of installation policy changes that affect them, pending projects and coordinate their support when work begins, scheduled and unscheduled utility outages and other information of importance to the area as a whole.

d. Ensure that residents fulfill their responsibilities.

e. Encourage conservation of utilities and energy.

f. Coordinate on maintenance and police of assigned areas, including community facilities such as parking areas, street lights, clotheslines and playground areas.

g. Inspect designated area of responsibility frequently. Take corrective action on deficiencies found or on other matters affecting morale and welfare of the residents.

h. Supervise spring/fall cleanup efforts within designated area of responsibility.

i. Attend community meetings as required.

j. Schedule and hold resident meetings as necessary.

k. Report to the Command Sergeant Major, Garrison Command fire and safety hazards, community issues, housing problems and residents who continue to be negligent in the execution of their responsibilities.

l. Delegate duties to an alternate area coordinator in the event of absence from the installation for a period in excess of seven days.

m. Prior to departing the installation incident to PCS, ETS, retirement, etc., determine who the next senior occupant is, notify that individual of their pending appointment, pass to that individual all SOPs, regulations, POCs, etc., for their use and notify Family Housing Branch, Housing Division, so that appointment orders can be prepared.



Figure 1. Cedar Hill Village Area.

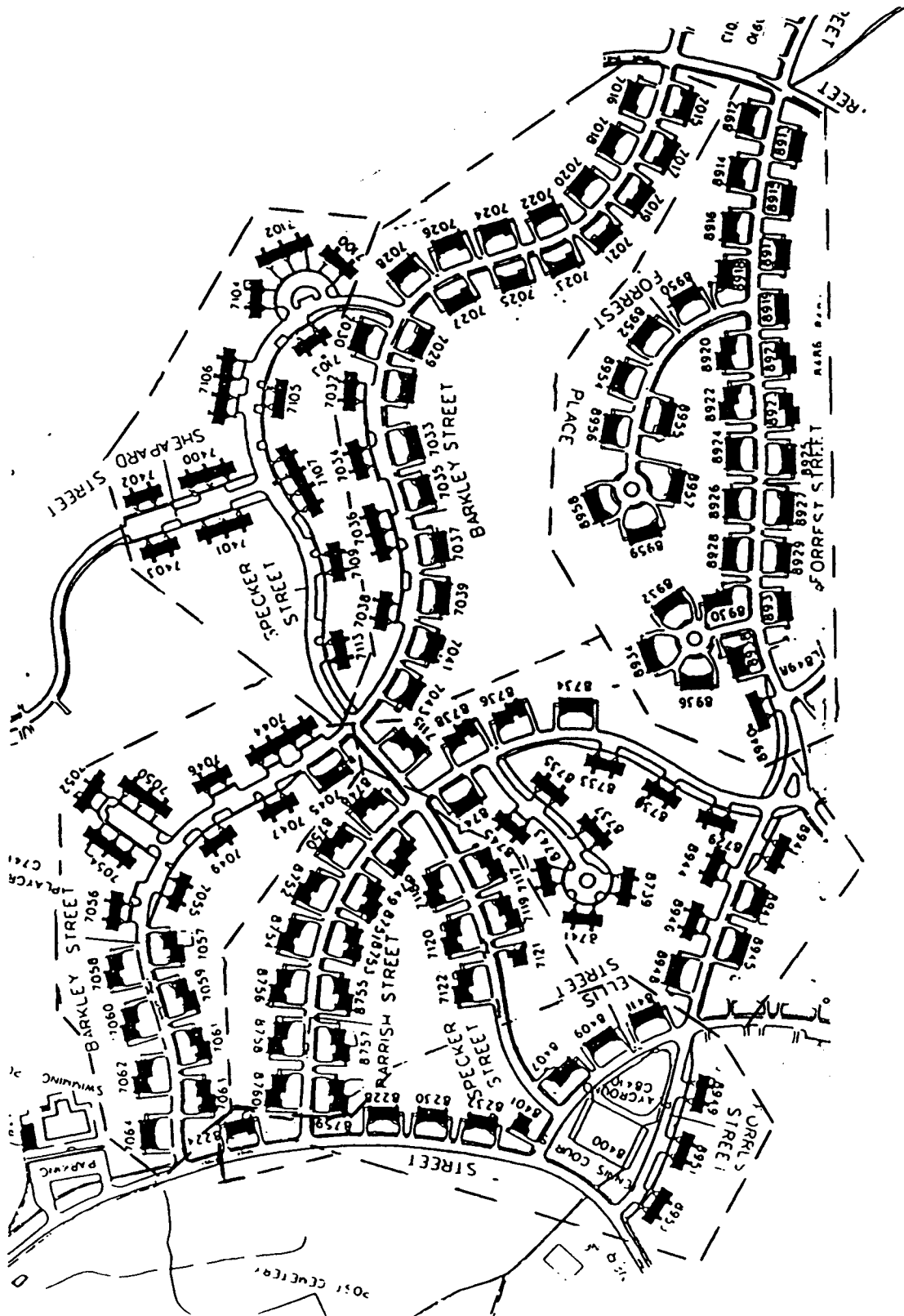


Figure 2. Palace Heights Village Area.



Figure 3. Rolling Heath Village Area.

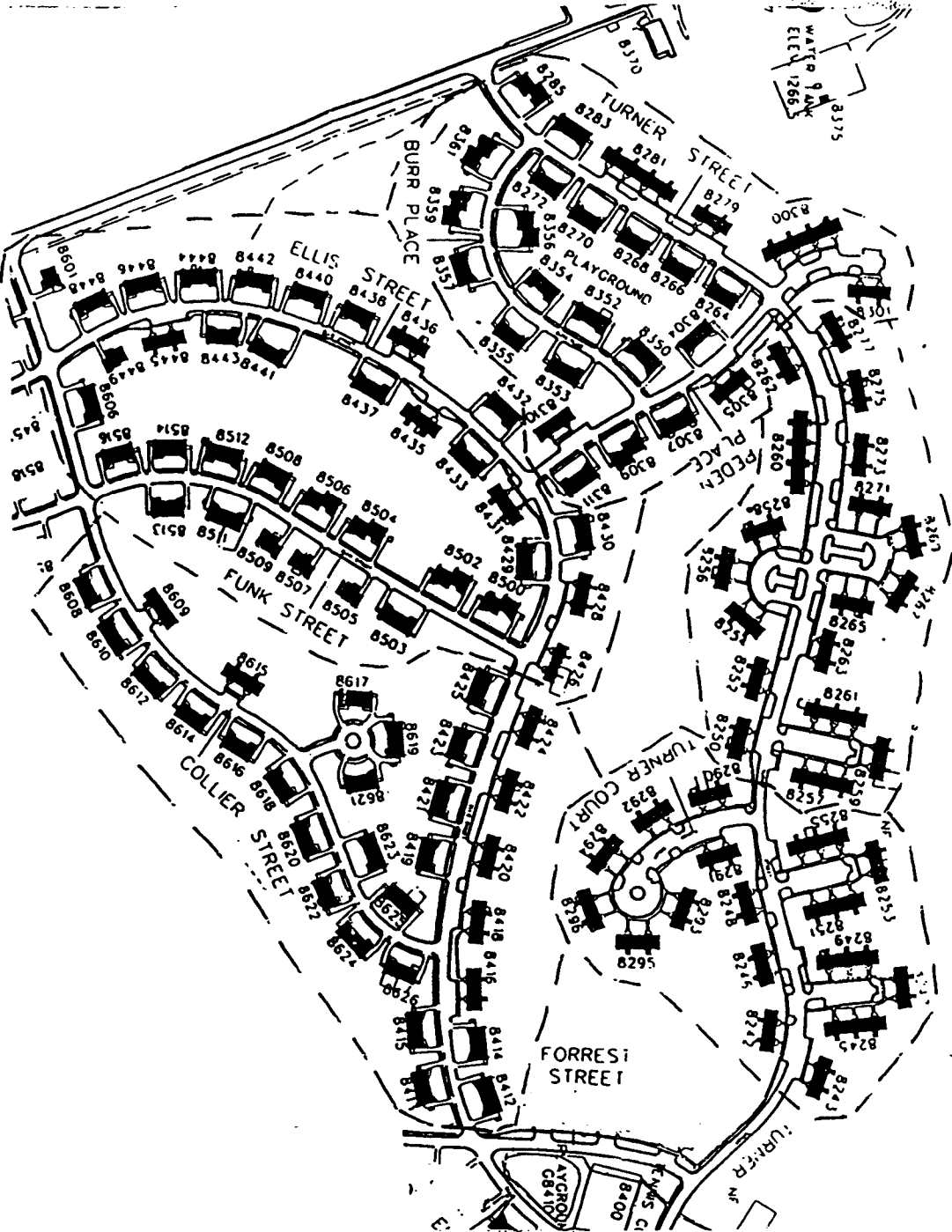


Figure 4. Wildwood Village Area.



Figure 5. Leiber Heights Village Area



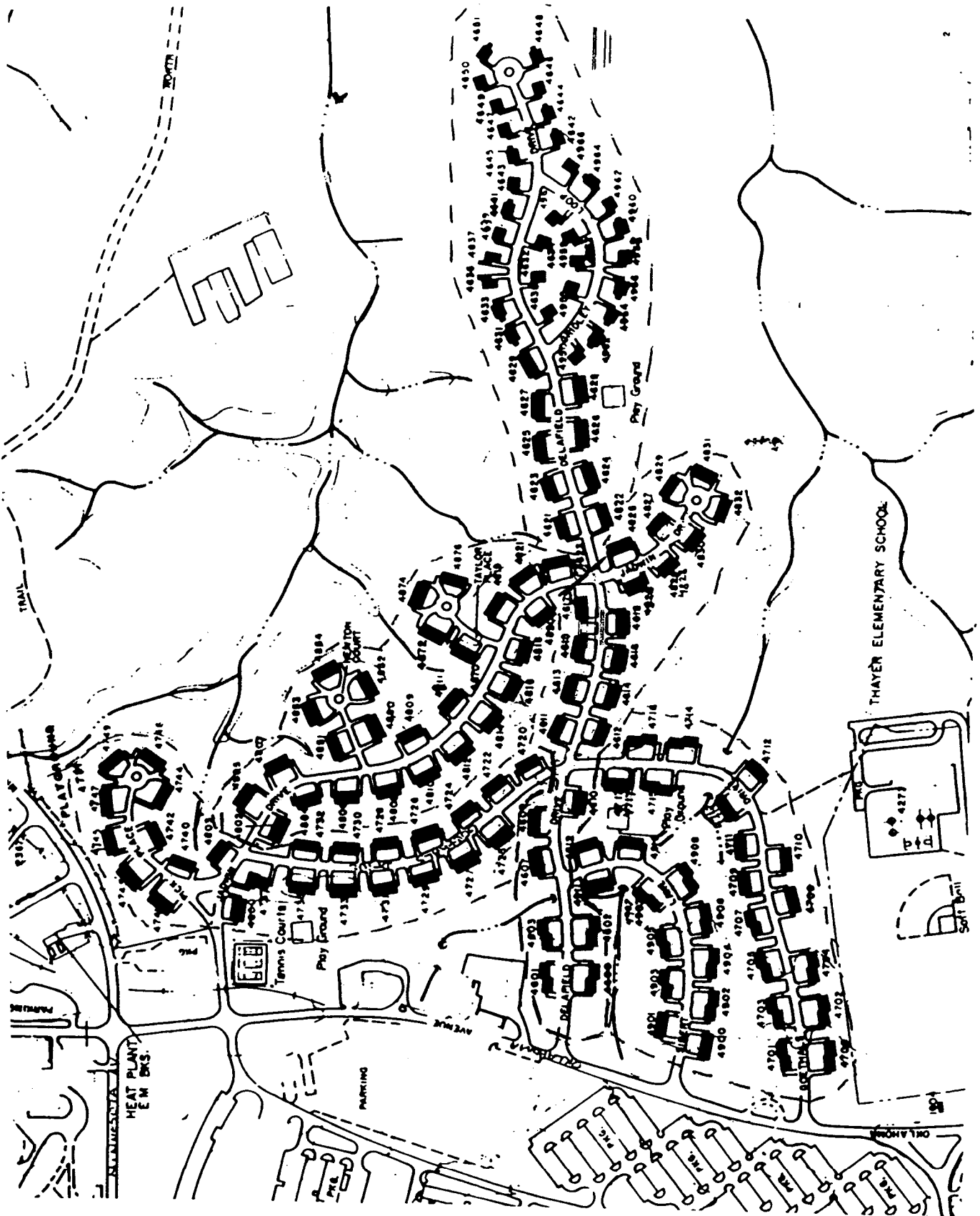


Figure 6. Delafield Village Area.

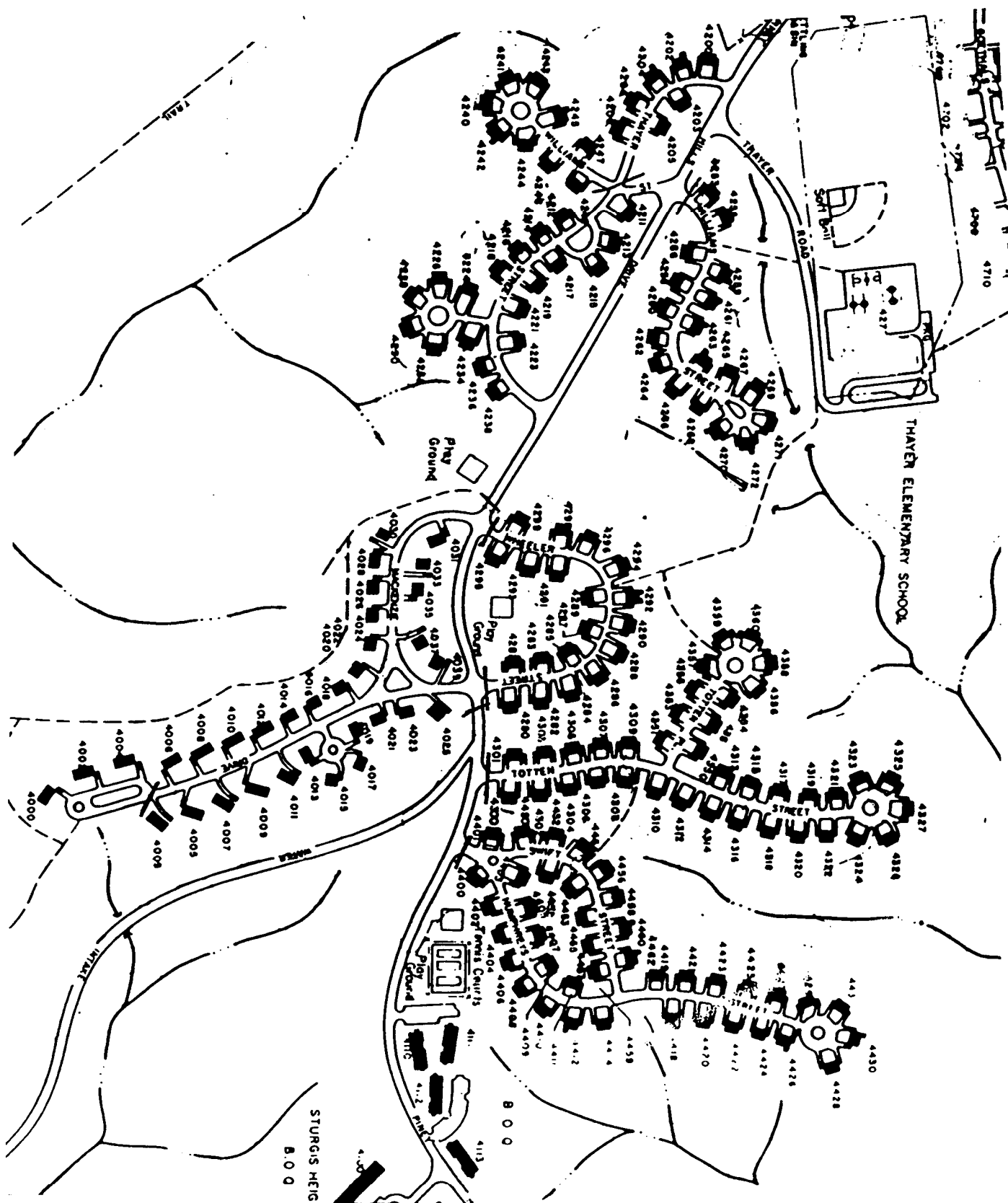


Figure 7. Piney Hills Village Area.  
(Partial area see figure 8 also.)

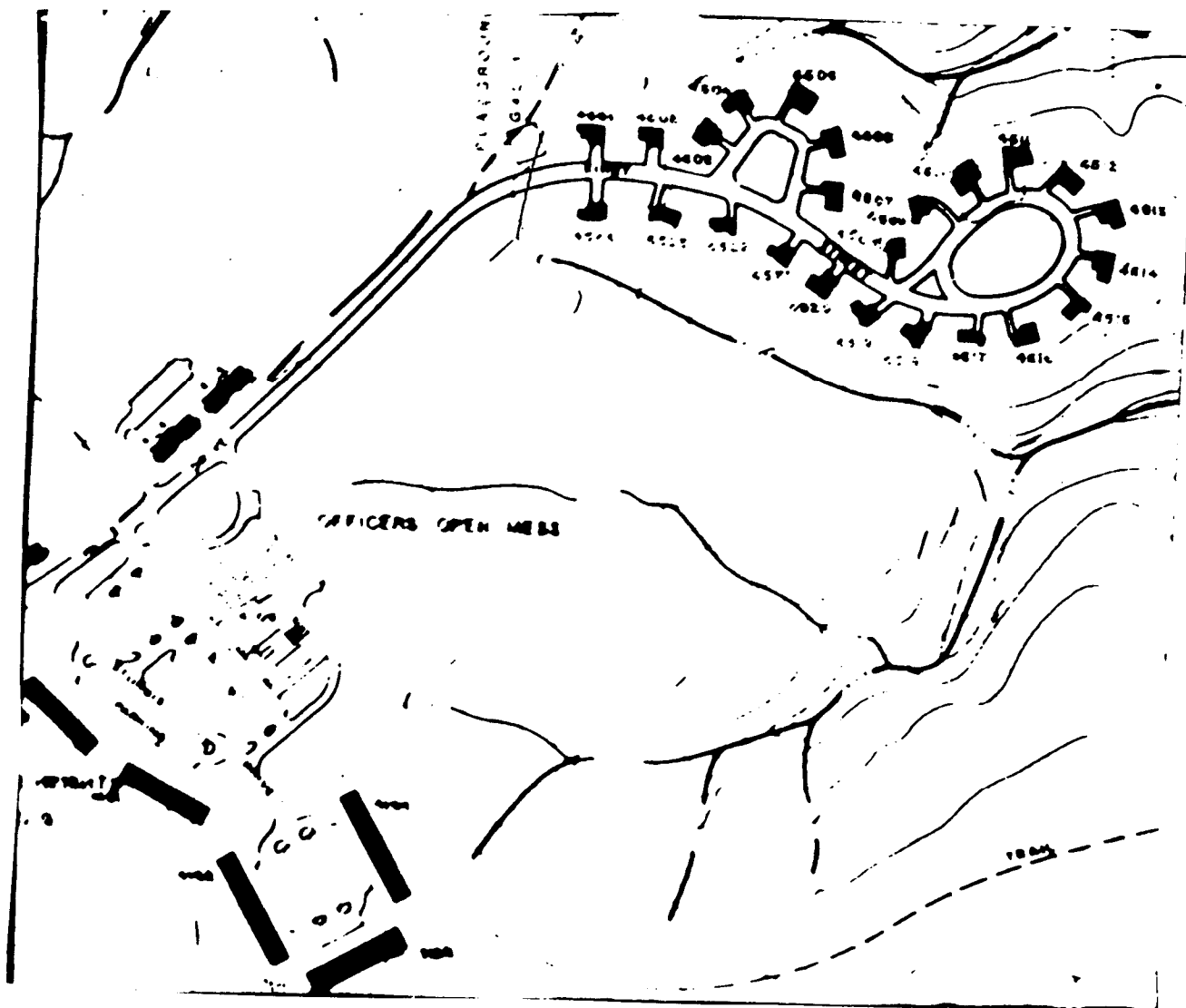


Figure 8. Piney Hills Village Area.  
(Partial area see figure 7 also.)